



**PERSPECTIVE, CONTEXT
& CREATION**

Week 1



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**Guidelines
for this
course:**

- 1 Only paid participants may listen to the calls**
- 2 Participate from a quiet place**
- 3 Be prepared**



WORDS ARE SPOKEN BY THE LISTENER.

We get upset when other people break our trust or misunderstand us.

Yet, the problem we have is that we tend to assume that whatever WE say is perfectly understood and perfectly projected, reflecting our thoughts and feelings in fine precision.

The truth is that words are the most complex, arbitrary, relative and symbolic forms of communication.

And, each of us have different definitions based upon our own unique experiences and associations with each word we come across.

So in essence ... you may provide the words, but the listener always provides the definitions.



Questions to consider:

What do you think of when you hear the word “love”? Or the word “fun”, or “Beauty”? List a couple things that you think are beautiful.

WHO gets to decide the meaning of a whole conversation?

How do we know the meaning of our communication in the mind of the listener?

Belief

ALL people are doing the very best they can in the moment, based on their background their education, and their beliefs.

QUESTIONS TO CONSIDER

Have you ever gotten upset and said something that you didn't mean? If you didn't mean it, then why did you say it?

What does it mean when someone is rude to you?

What does it mean when someone decides NOT to work with you?



YOU ARE THE CREATOR OF YOUR EXPERIENCE

You are causing your wins & you are generating your lessons.

INSTRUCTOR INTRODUCTION:

Joel Rico, Real Estate Broker, Engineer, Hypnotist, NLP Master Practitioner

PLEASE JOIN ME ON FACEBOOK

(joel.rico.16 and "THE TRUTH ABOUT SALES")

This is a participatory workshop, generated by YOU.

This means, that the more you PARTICIPATE the more you grow and evolve. PARTICIPATION MEANS: that you PLAY FULL OUT, that you DO ALL THE EXERCISES (***especially*** when they are outside of your comfort zone), and that you STAY CURRENT with the class. Be sure to ask questions when anything doesn't fully land with you.

HOW TO ASK QUESTIONS LIVE during this class:

UNMUTE yourself by pressing * 6 and call out your name. RE-MUTE yourself by pressing * 6 again.

QUALITY OF COMMUNICATION

Since so much of our business is on the phone, I HIGHLY recommend investing in a high quality noise-canceling headset. I believe the best one on the market is "The Boom" from Ume Voice.

Feel free to contact:

Ume Voice at 888-230-3300, and speak with Jane at ext 222.

Tell her that you are training with me, in THIS class, she will give you a generous discount!

(My personal recommendation is the Model E with DUAL earpieces)



Objectives for today:

- Admin and set up
- Creative vs descriptive Language (negative / positive)
- Understand language and listening context.
- Creating rapport
- Self critique exercise for you

QUESTIONS TO CONSIDER:

Where are you truly great?

Where do you struggle the most?

What is the single biggest thing you would like to get out of this training?

How many appointments did you attend and NOT close in the past 12 months?

Multiply the number above by your average commission to find the gross value of revenue lost:

What areas in your life do you feel stuck, disempowered, or frustrated?

On a scale of 1-10, how committed are you to learn the skills needed to transform yourself?



WORDS HAVE POWER!

All opportunities are hidden inside conversations with other people.
All conversations are relationships.
Your relationships ARE built on the conversations you are having inside that relationship.
What about the conversations you have been having with yourself? Are these empowering?

How do people listen? How do we know who to trust?

Define RAPPOR?T?

How is it created? How is it destroyed?

Belief
People listen inside a narrow range of context.

In conversations, people commonly speak to be right, to make themselves feel good, etc.
What happens when we speak to be "right" ?

What happens when we speak to make ourselves feel good?



EXERCISES

EXERCISE - RAPPORT - MIRROR AND MATCHING

HOW DO YOU SHOW UP FOR OTHERS?

CONTEXT

Are there certain people that you really enjoy to be around? Are there other people that you dislike being around?

What does it feel like to be in their presence?

What does it feel like to be in your presence?

EXERCISE - SELF CRITIQUE (aka: the 360 degree review)

The Set Up (request open honest feedback) This might sound something like this:

"I am committed to self growth, and I realize that I have some blind spots, that are likely obvious to others... like having spinach stuck in my teeth. As someone I trust, I'd like to ask of your help. Would you be willing to let me interview you, about your impressions of me, so that I'll have more clarity on these issues? And I promise, this won't hurt my feelings, and won't jeopardize our relationship. In fact, the more honest, direct and straight forward you are with me, the more you will be helping me. So, may I interview you?"

If they agree, then you ask them some questions, and TAKE NOTES.

!! The ONLY response you give them is: "Thank you! Is there anything else?"

Some potential questions:

What do you see as my strengths? _____

What do you see as my weaknesses? _____

Based on what I am committed to, what works about who I am? _____

Based on what I am committed to, what does NOT work about who I am? _____

What does everyone know (or what do you know) that I can be counted on? _____

What does everyone (or you) know that I can NOT be counted on? _____

Is there anybody to whom you feel I owe an apology? _____



What if YOU, and only you, were in charge of how your relationships evolved? What if you could make every relationship be one of friendship, trust, and mutual support. What would this do for you business? For your family? For your life?

Your HOMEPLAY EXERCISE:

Mirror and Match everyone.

Do ___ # of 360 Reviews.

(DECIDE NOW how many you will compete this week)